



MTW Supplement Web-based Form System Job Aid for PHA Users

How to Use the System

January 2022

The purpose of this document is to help PHAs with how to use the MTW Supplement web-based form system. While the MTW Supplement system is built in Salesforce and you will see references to it at times, it is a custom application, so we do not refer to it as Salesforce. For the understanding and clarity, it is important to call it the MTW Supplement system.

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Job Aid Update Information

Updates Since the December 2021 Posting

- Added two items under the [Before You Create the MTW Supplement Online→Notes to Review](#) section.
- Added additional information to the [Deleting an Existing File](#) section.
- Added the [Revising a Submitted Form](#) section.

Updates Since the November 2021 Posting

- Clarified various text in the document
- Added additional details to the [Technical Assistance](#) section for what to include when emailing the REAC TAC.

Updates Since the September 28, 2021 Posting

- The [Email Notifications](#) section has been updated to reflect the updated list of who receives the email notifications.
- The [Technical Assistance](#) section has been updated to provide some additional details on how to get assistance with the system.
- The [Appendix: Checking your Default Web Browser](#) section has been updated to clarify some of the information.
- Clarified role of Salesforce in the introduction on page 2.

Updates Since the September 3, 2021 Posting

- The information under the first bullet in the [Before You Create the MTW Supplement Online --> Notes to Review](#) section has been clarified as to how the web-based form has been updated from what is contained on the OMB approved form.

Updates Since the August 2021 Posting

- The link (URL) for the login page has changed from <https://pih-gateway.force.com/mtwexpansion> to <https://hud-gateway.force.com/mtwexpansion/s/>. Any references to the login page in this document have been updated. If a user has bookmarked this link, they should update their bookmark at this time.

Updates Since the July 2021 (Initial) Posting

- Added a sub section with information about how to view a list of known issues to the [Helpful Information and Tips](#) section.
- Clarified the information about entering a File Description when uploading a file and when it is done.
- Clarifications to wording in various locations within the document to assist with understanding.

Before You Create the MTW Supplement Online

Prior to creating your MTW Supplement to the Annual PHA Plan in the web-based system, you should ensure that you have reviewed the following documents, gathered documents you will need to upload, and read the items noted below.

Documents to Review

- The MTW Operations Notice
 - The [official version](#)
 - The reader-friendly version – [Sections I-V](#) and [Section VI](#)
- The selection notice for your cohort – this can be found by going to your cohort's page on the [MTW Expansion page](#).
- The [MTW Supplement to the Annual PHA Plan](#) form

Documents to Gather

- Know the location on your computer of any documentation related to hardship policy, impact analysis, Safe Harbor Waivers, and Agency-Specific Waivers.
- Know the location on your computer for the documents you will need to upload for Section H, Public Comments.
- Ensure that the MTW Certifications of Compliance found in the above linked MTW Supplement form is signed and scanned.

Notes to Review

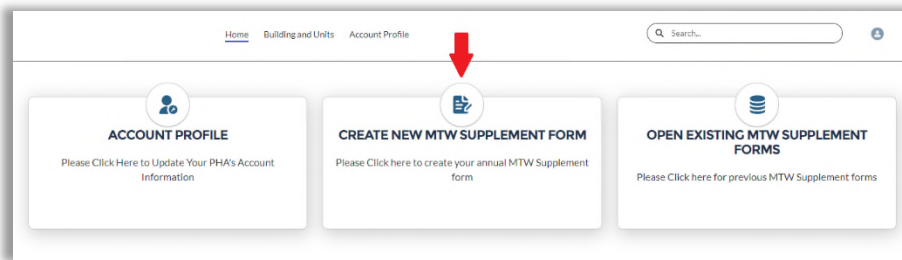
- View the MTW Supplement trainings, including the system demo, prior to starting a form in the system. Links to the trainings can be found on the [MTW Supplement web page](#).
- Review the list of known system issues on the [MTW Supplement web page](#) prior to starting a new form. This can help prevent some of the issues that could occur.
- There have been some typographical corrections made in the web-based form, listed below, that are not contained in the form linked above that you should keep in mind as you are developing your MTW Supplement.
 - In Section G.2, Establishing Reasonable Rent Policy, the follow-up question “Please describe the MTW agency’s plans for its future rent reform activity and the implementation timeline” the OMB approved form states that this question is asked if the PHA answers Yes when in fact it should be No. The web-based form has been updated to reflect that you only need to respond to this follow-up question if you answer No.
 - In Section I, Evaluations, the question has been clarified to read "Does the MTW agency have any evaluations of its agency or policies?" in the web-based form.
- Items that will be clarified in a future release:
 - The system will be updated to reflect in under Section C.17, Local, Non-Traditional (LNT) Activities, in the tables for 17.c that the AMI percentages should be 30%, 50%, and 80%.

Creating a New MTW Supplement Form

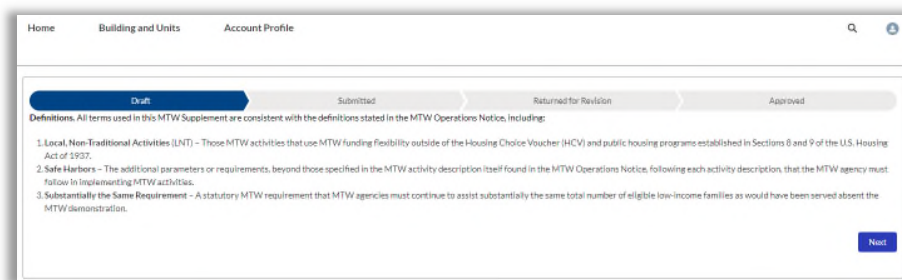
The steps below will guide you through creating a new MTW Supplement form. If you previously started a form and wish to continue working on it, you can open it using the [Accessing an Existing MTW Supplement Form](#) section of this document.

Note: You must use a web browser other than Internet Explorer (IE). If you are not sure which browser is your default, you can check using the instructions [in the appendix](#) of this document.

1. If you are not already logged into the system, login by going to <https://hud-gateway.force.com/mtwexpansion/s/> and entering your user ID and password.
2. On the home page, click on the tile labeled Create New MTW Supplement Form. *The tiles that you see on this page will be dependent on the areas of IMS/PIC Modernization, which includes the MTW Supplement, that you have access to.*



3. You will see the introduction page of the MTW Supplement. After you review the definitions on this page, which are taken from the [MTW Supplement to the Annual PHA Plan](#) (HUD-50075-MTW), click on the Next button to proceed.



4. You will be taken to the page that contains Section A, PHA Information, and Section B, Narrative. Most of the Section A, PHA Information, information is prepopulated, but you will need to complete the Supplement Fiscal Year and MTW Supplement Submission Type (see notes below). You will also need to enter your narrative in Section B.
 - The Supplement Fiscal Year should correspond to your Fiscal Year Beginning (FYB). For example, if your submission is for FYB 07/01/2021 you will see the month and year prepopulated under MTW Supplement for PHA Fiscal Year Beginning and you will enter the year using the Supplement Fiscal Year drop-down box.
 - The submission type will be Annual Submission unless you are amending a previously submitted MTW Supplement.

5. When you have completed these entries, click on the Next button to save your entries, and continue with the form. **If you do not click the Next button on this page, your form will not be created!**

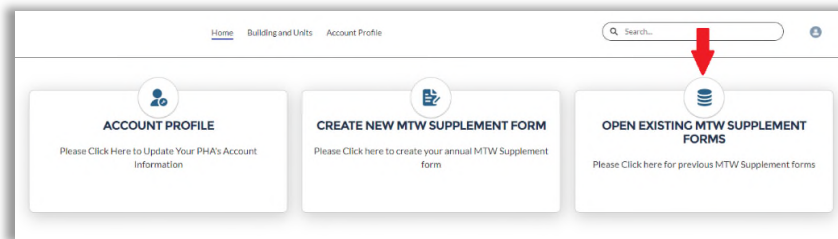
You can reference the [Tips for Entering Information in the Form](#) and [Helpful Information and Tips](#) sections of this document for additional information on how to use the system and enter information in the various fields.

Accessing an Existing MTW Supplement Form

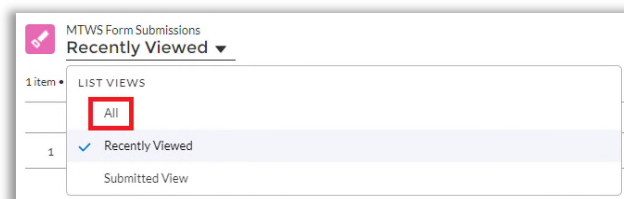
The instructions below will assist you to continue with a form you have not yet submitted, revise a form that has been returned for revisions, or view a submitted or approved form. You can open an existing form that was created by another user that is/was assigned to your PHA.

Note: You must use a web browser other than Internet Explorer (IE). If you are not sure which browser is your default, you can check using the instructions [in the appendix](#) of this document.

1. If you are not already logged into the system, login by going to <https://hud-gateway.force.com/mtwexpansion/s/> and entering your user ID and password.
2. On the home page, click on the tile labeled Open Existing MTW Supplement Forms. *The tiles that you see on this page will be dependent on the areas of IMS/PIC Modernization, which includes the MTW Supplement, that you have access to.*



3. On the Previous Supplement Submissions page, look for the form number associated with the form you wish to open under the MTWS Form Submission Name column and click on it to open it. Once the form opens, you can enter or edit information, or for forms that are submitted or approved you can view a read only version of the form.
 - If you do not see any forms listed or do not see the one you are looking for, under the MTWS Form Submissions heading click on the arrow to the right of the words Recently Viewed to open a drop-down box and select the All option.



The All view is what will show you the status, Created Date, Created By, and Last Modified Date columns that will also assist in determining the form you wish to open.

The screenshot shows the MTWS Form Submissions table. The table has a header row with columns: MTWS Form Submission Name, Account, Status, Created Date, Created By, and Last Modified Date. The first row of data shows a form with ID MTWS Form - 00086, created on 6/15/2021 2:23 PM by Wendalyn Hovendick. The 'All' view is selected, and the table is sorted by Created Date.

MTWS Form Submission Name	Account	Status	Created Date	Created By	Last Modified Date
MTWS Form - 00086	HUD UAT Housing Authority	Draft	6/15/2021 2:23 PM	Wendalyn Hovendick	6/15/2021 3:28 PM

Tips for Entering Information in the Form

This section will provide some information about how to enter information into the MTW Supplement web-based form. The information will be broken down into field types and file uploads.

Field Types

There are two main types of fields in the form:

1. Text boxes – allow entry of text and/or numbers, as applicable.
 - You can copy and paste into a text box from another document, but it will not retain the formatting. Text boxes are plain text only.
 - Text boxes that allow for many characters will show the first five lines of text. If you need to view text that is not visible, you can use the arrow keys on your keyboard or the scroll bar on the text box.
2. Pick lists – Some pick lists only allow the user to select one item, while others allow multiple items to be selected.
 - Pick lists that only allow one selection are commonly referred to as drop-down lists. Generally, these lists have “--Select--” at the top of the list.
 - Pick lists that allow multiple selections will place a checkmark to the left of a selection when you click on it. To select multiple items, simply find them in the list and single click on each one. To close the pick list, click on a blank area (white space) outside of the pick list.
 - Sometimes, if there is a long list of selections, you may also see a text box to filter or search for a specific entry.

File Uploads

- Upload one file at a time.
- The file size limit is 25 MB.
- You can upload PDF or Word documents. No other file types are accepted.
- Files should be named with the following naming convention. Avoid spaces and punctuation in file names if you can.
 - **Naming convention:** PHA code, Fiscal Year (FY), and short name for the policy/item.
 - Some examples would be:
 - CA789FY21RentHardship for a rent hardship policy
 - CA789FY21ImpactAnalysis for an impact analysis that is applicable to multiple MTW activities
 - CA789FY21MTWCertofCompliance for the MTW Certifications of Compliance
- The list of files you will see under headings such as hardship policy, impact analysis, Safe Harbor Waiver, etc. is cumulative. This means you will see files you uploaded in other areas of the form. Files are saved to the system according to “content type”, like hardship policy, not by waiver or activity. Therefore, the file names are important, and the contents of the documents should clearly help the reviewer understand which activity it is for.
 - For example, if you have two different hardship policies and uploaded one for 1.f named CA789FY21SampleHardship and uploaded the other named CA789FY21MyHardship for

1.p you will see both files listed under the hardship policy heading no matter if you are looking at 1.f or 1.p in the system.

- If a file you have previously uploaded a file and were asked to revise its content or delete it from your MTW Supplement submission, follow the instructions for deleting files in the [Deleting an Existing File](#) section of this document and then, if requested, upload a new copy of the file in the applicable area of the form.

Uploading and Deleting Files

There are two ways to upload files into the MTW Supplement – browse for the file on your computer or drag and drop. While there are a couple more steps in the “browse” method, this is the method that most users are used to. Both will result in the file being uploaded.

Please look at the information about file uploads that can be found in the [File Uploads](#) section of this document prior to uploading a file.

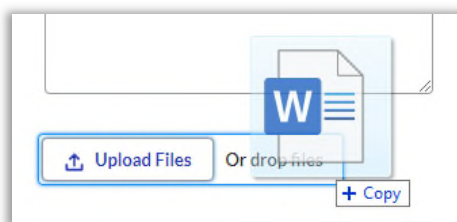
Upload a New Document

1. To upload a file, decide whether you want to browse for the file on your computer or drag and drop it into the system using the file explorer window. **Please ensure that your file name uses the naming convention described in the [File Uploads](#) section.**

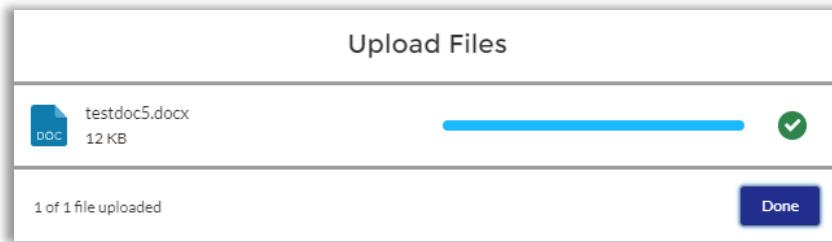


2. Section E only, Agency Specific Waivers, only: Enter a brief description of the file in the text box labeled File Description before you upload the file. The file description is what you will be used in future years for Section E.2. *You can leave the File Description blank in all other sections.*
3. **Browse method:** Click on the Upload Files button. A new window will open. Use this window to browse for the location you have saved the file in. Single click on the file name once you locate it and click on the Open button (alternatively you can double click on the file name).

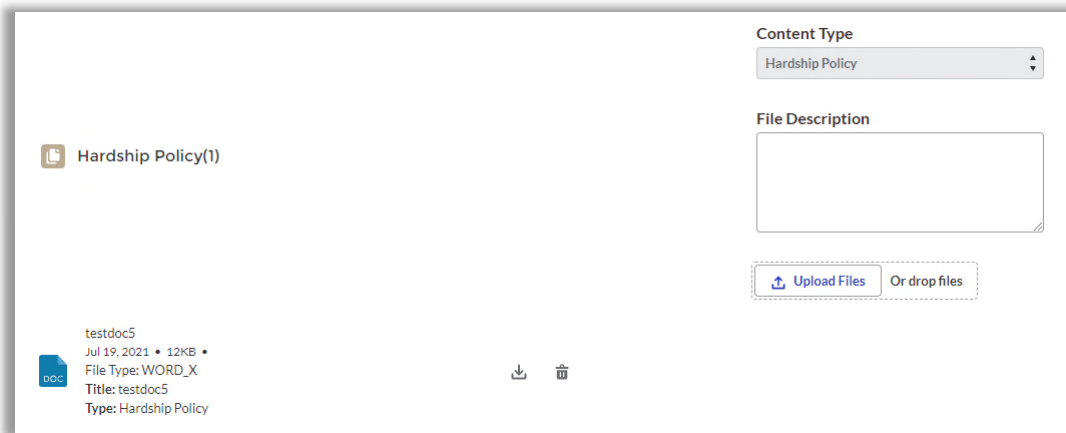
Drag and drop method: Open the file explorer window (in Windows use the Windows key plus E at the same time). Navigate to the location of the file. Click on the file name and while holding down the left mouse button drag it to your web browser window that has the MTW Supplement system in it and let go of the mouse button once you see a blue box appear around the area where it says “Upload Files or drop files”.



- Once you have either browsed for the file and dragged and dropped it, you will see a message titled Upload Files and shows you the progress of the upload. Once the upload is complete, it will show a green circle with a checkmark. Click on the Done button to go back to your form.



- The area of the page will refresh and will show your file has been uploaded. If you need to upload additional files, repeat the steps in this section.



Deleting an Existing File

If HUD has asked that you revise a document or you uploaded a file in error, you may need to delete it. The steps for these two reasons are different to ensure that the system contains the proper information for your submission. Both sets of steps can be used to delete a file that has been uploaded in error.

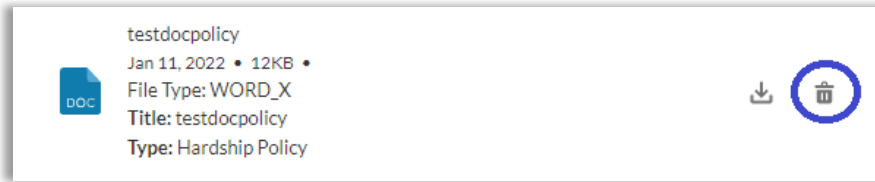
If you are not already in the form, use the instructions in the [Accessing an Existing MTW Supplement Form](#) section of this document to open the form you wish to delete an existing file from.

If You Need to Revise an Uploaded Document

Note: These steps below could be used to delete a file that is uploaded in error but are mainly intended for if HUD has requested a revision to a file that was uploaded (i.e., correct the content of an uploaded file).

- On the MTWS Form Submission page, navigate to the place in the form where you uploaded the file (e.g., a hardship policy for activity 1.c).

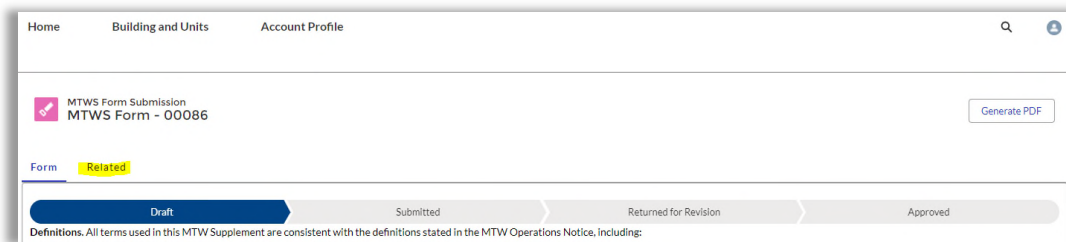
- Below the Upload Files button and to the left, you will see the file you previously uploaded. To delete the file, click on the trash can icon. You will get a pop-up message that asks you to confirm that you want to delete the file. Click OK to confirm. The page will refresh, and you will no longer see the file.



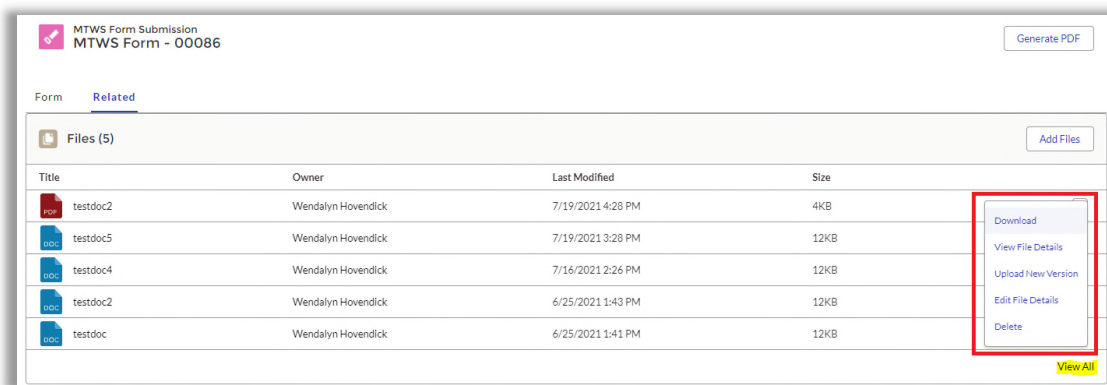
- Follow the instructions to [Upload a New Document](#) to upload the revised file.
- Make any additional changes requested by HUD to the form. When finished, [submit the form](#).

If You Need to Delete a File Uploaded in Error

- On the MTWS Form Submission page, on the left side of the page above the line that shows the status of the form, look for the tab (link) labeled Related and click on it.



- The first section on the MTWS Form Submission page is the Files heading. Next to the heading will be a number in parenthesis to tell you how many files have been uploaded to the system. To delete a file, find the file name in the list and single click on the down arrow on the right side of the line for that file. A menu will appear.
 - If you do not see the file you want to delete in the list, you can click the View All link that is found in the bottom right-hand corner of the section.



3. Click on the Delete option to delete the file. A Delete File confirmation message will appear. Click on the Delete button to confirm deletion of the file.

Delete File?

Deleting a file also removes it from any records or posts it's attached to.

Cancel

Delete

Submitting the MTW Supplement

When you have completed entering all data into the form, you can submit it to HUD for review. Once a form is submitted, you will not be able to make any changes and if you open the form, it will be read only. If HUD notifies you that a form needs revisions, they will set the status to Returned for Revision, at which point you will be able to make modifications again.

Please ensure that you want to submit your form before following these steps. You cannot un-submit your form once this process is completed.

1. Navigate through the MTW Supplement form using the Next button until you reach Section J, MTW Certifications of Compliance, page.
2. If you have not already, upload your MTW Certifications of Compliance. *This can be found within the [MTW Supplement to the Annual PHA Plan](#). Information on how to upload files can be found in the [Upload a New Document](#) section of this document.*

The screenshot displays the 'MTWS Form Submission' interface for 'MTWS Form - 00086'. At the top right is a 'Generate PDF' button. Below the header, there are tabs for 'Form' and 'Related'. A progress bar shows four stages: 'Draft' (active), 'Submitted', 'Returned for Revision', and 'Approved'. The main section is titled 'J. MTW Certifications of Compliance.' with a sub-instruction: 'J.1 The MTW agency must execute the MTW Certifications of Compliance form and submit as part of the MTW Supplement submission to HUD. Certification should be uploaded below.' On the left, there is a file upload area showing 'MTW Certifications of Compliance(1)' with a file icon. On the right, there is a 'Content Type' dropdown menu set to 'MTW Certifications of Compliance', a 'File Description' text area, and an 'Upload Files' button with a dashed box for 'Or drop files'. At the bottom left, a file preview is shown: 'CA789FY21MTWCertofCompliance', 'Jul 20, 2021 • 4KB', 'File Type: PDF', 'Title: CA789FY21MTWCertofCompliance', and 'Type: MTW Certifications of Compliance'. At the bottom right are 'Previous' and 'Submit' buttons.

3. Click on the Submit button in the lower right-hand corner of the page.
4. A pop-up message will appear either at the top (Google Chrome) or elsewhere on the screen that asks you to confirm that you want to submit the form. If you are sure you want to submit, click the OK button. You, as the user that submitted the form, will receive an automatic email notification that your form was submitted. Your local field office and the MTW office will also be copied on this notification.

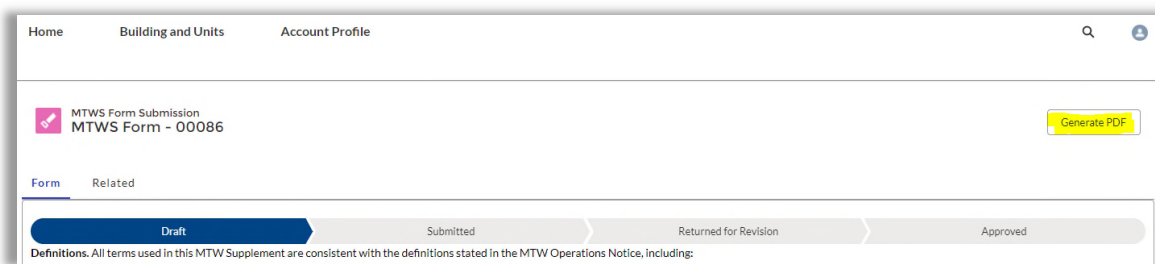
Downloading a PDF of the Form

There are a few uses for the PDF generation feature in the MTW Supplement system. The PDF file does not contain any of the files you have uploaded to the system. If you are using the PDF for a hearing or for your official records, please ensure that you include copies of any files you have uploaded that contain supporting documentation.

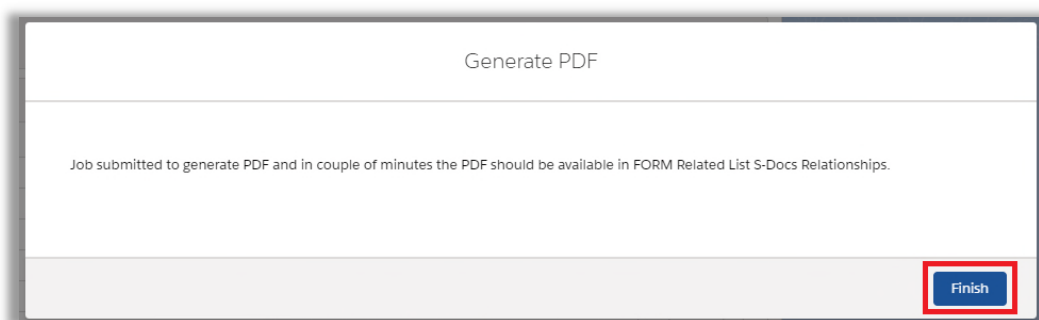
- To view a copy of the information you have entered in the form without navigating through the form on the screen.
- To download and print a copy of what you have entered for a public hearing.
- To download and print the approved version of the MTW Supplement for your files.

Note: If you have just created the form in the current login session, you will need to navigate to the home page using the Home button in the upper left-hand corner and then open the form again using the [Accessing an Existing MTW Supplement Form](#) section of this document. You will also use this section if you are not already in the form you wish to generate a PDF of.

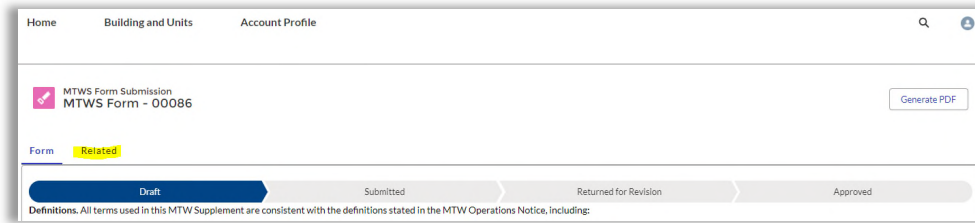
1. On the MTWS Form Submission page, click on the Generate PDF button in middle of the of the screen toward the top of the page.



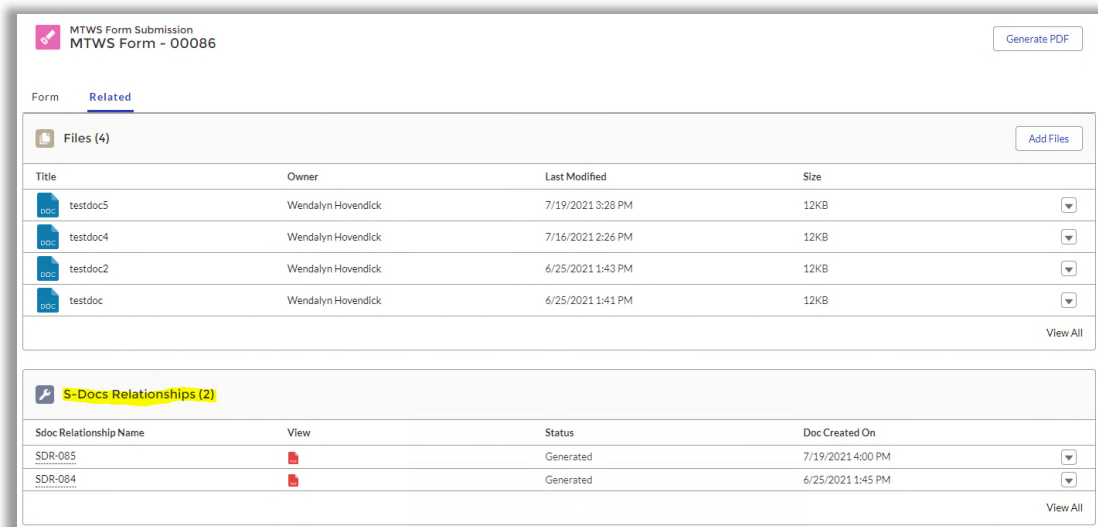
2. A box will be displayed over top of the MTWS Form Submission page (you will still see the page in the background) that states the job has been submitted to generate the PDF. Click on the Finish button to go back to the MTWS Form Submission page.



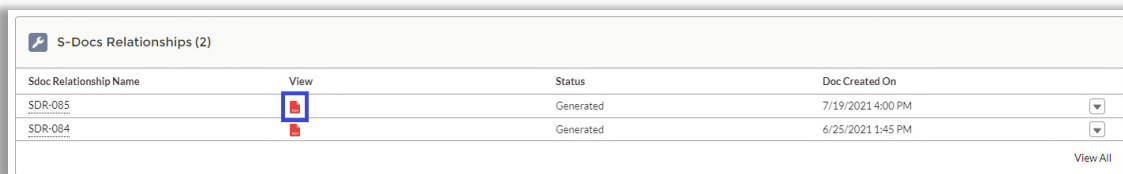
3. Back on the MTWS Form Submission page, on the left side of the page above the line that shows the status of the form, look for the tab (link) labeled Related and click on it.



4. Scroll down the MTWS Form Submission page until you see the “S-Docs Relationships” heading. A number representing the number of generated PDFs will also appear in parenthesis next to this heading. The first file will be the one you requested.
 - If date and time under the “Doc Created On” column does not say the current date and a time near the current time, it may be that the form has several waivers and activities in Section C. **Do not use your Refresh button to refresh the page; it may result in an error or being logged out.** Click on the Related tab at the top of the page to refresh the page.



5. Click on the red PDF icon in the View column to open the PDF in a new tab of your browser.
 - If you clicked on the file name under the “Sdoc Relationship Name” column and it took you to another page, this same icon is also on that page and will work in the same way. To leave this page, use the Home button at the top of the page not your browser’s Back button.



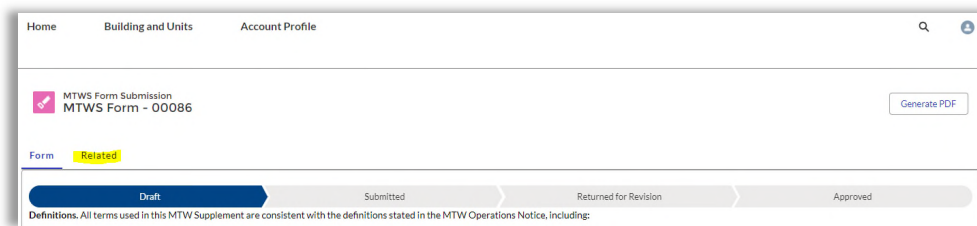
6. While viewing the PDF you can save the file or print it as you normally would.

Downloading Uploaded Files

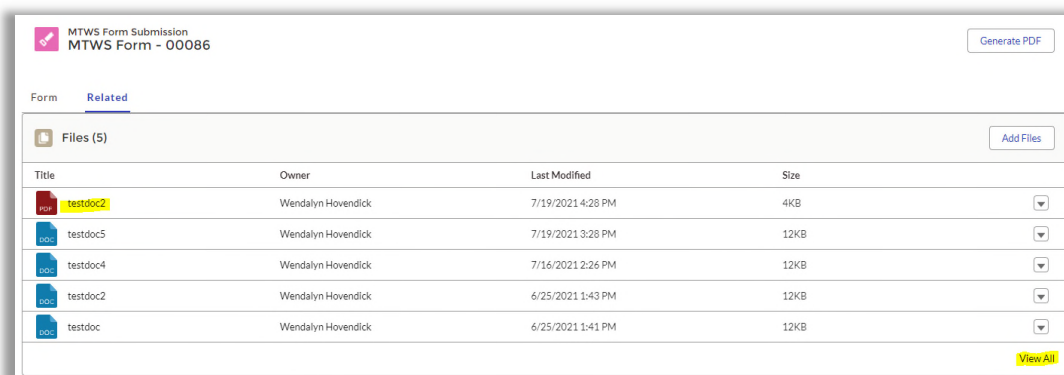
If you need to download a copy of a file you previously uploaded to the system, you can use the following steps.

If you are not already in the form, use the instructions in the [Accessing an Existing MTW Supplement Form](#) section of this document to open the form you wish to download files from.

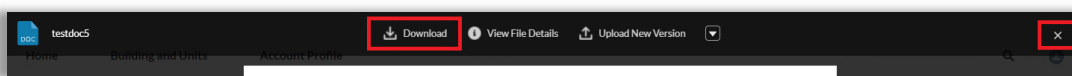
1. On the MTWS Form Submission page, on the left side of the page above the line that shows the status of the form, look for the tab (link) labeled Related and click on it.



2. The first section on the MTWS Form Submission page is the Files heading. Next to the heading will be a number in parenthesis to tell you how many files have been uploaded to the system.
3. To download a file, start by clicking on the file name.



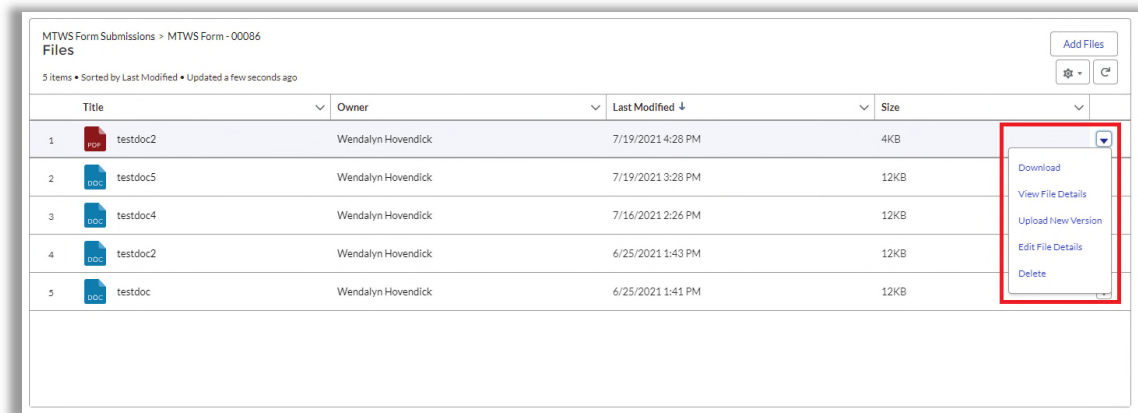
4. You will see a preview of the file's contents over top of the MTWS Form Submission page. Click on the Download button at the top in the top middle of the screen to download the file.



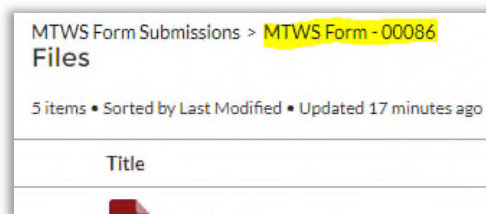
5. Select the location you want to save the file to and click on the Save button.
6. Use the X in the upper right corner of the preview – not your web browser – to close it and go back to the file listing.
7. Repeat the process to download additional files.

If all the files are not displayed under the “Files” heading, you can get to them by clicking on the View All link below the last file. To download files from the Files page, use the following steps.

1. On the Files page, you can click the file name and then proceed with steps 3-7 above. Alternatively, you can click the on down arrow on the right side of the line for that file and a menu will appear. Click on the Download option.



2. A Save As dialogue box will appear. The file name that appears is the file name that you originally uploaded the file with. Select the location you want to save the file to and click on the Save button.
3. You will be taken back to the Files page. Navigate back to the MTWS Form Submission page using the link to the form in the upper left corner above the Files heading.



[Helpful Information and Tips](#)

The information in this section will assist users as they use the system to complete the MTW Supplement form submission.

[Known System Issues](#)

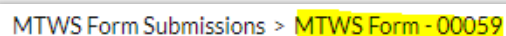
A list of the issues known to exist in the MTW Supplement system are contained in a document on the [MTW Supplement web page](#) and will be updated as needed. Please look at this document prior to reporting any issues.

Accessing the System

- Login page: <https://hud-gateway.force.com/mtwexpansion/s/>
 - Do not reuse the link that you previously received in your initial account activation email, or any password reset emails since those are one time use links.
- You **must** use a web browser other than Internet Explorer (IE), such as Google Chrome, Microsoft Edge (current version, not legacy), or Safari. Information on how to determine what your default browser is can be found [in the appendix](#) of this document, which is especially important as you access links in this document or the email to setup your account password.
 - To make sure you don't have the legacy version of Edge, go to Settings and More→Settings→About Microsoft Edge. The legacy version will have a version number of 44 or less.
- Passwords must be changed every 60 days. You will be prompted to update your password when it has expired.
- To log out of the system when you are finished with your session, click on the icon in the upper right-hand corner of the page and then click on Logout.

Navigation

- IMS/PIC Modernization landing page (sometimes referred to as the Salesforce communities page):
 - Account Profile – this is where you can update your email address if it changes. For the password reset function to work or the automatic email notifications if you are the user that submits a form, you need to make sure to keep this up to date.
 - Create New MTW Supplement Form – this is where a new form is created. Do not select this if you want to continue with a previously created form.
 - Open Existing MTW Supplement Forms – this is where you can access forms that were previously created by you or another user in your PHA. Once a form is accessed, you can view it or, depending on the current status of the form, edit it. You can also check the status of a previously created form.
- Due to the amount of data to be displayed, you should pause for at least 15 seconds after each page loads to allow the pick list and previously entered values to load. If you click on a pick list to make a selection without doing this, the list will be blank. Depending on the page, you may see an indication on the screen that the page is working on loading.
- Do **not** use the Back, Forward, or Refresh buttons in your web browser. When working in a form, use the Next and Previous buttons to navigate between pages of the form. You will not see a Previous button on every page in Section C due to the complexity of the data in this section.
- If you have navigated away from the MTWS Form Submission page, for example to the Files page, and need to get back to it, on some pages there may be a breadcrumb in the upper left-hand corner to get back to it, like the one pictured below, that will contain the form number. **If you do not see this breadcrumb, you can use the Home button in the upper left-hand corner of the page. From there you can open your existing form or do other tasks.**



MTWS Form Submissions > MTWS Form - 00059

Saving Data

- In sections of the form other than Section C, using the Next or Previous buttons while working in a form will save what you have entered on that page.
- In Section C, for the information to be saved you must navigate through both the core questions and custom questions for a specific activity and get to the next activity you selected in the Section C screener. If you were already on your last activity when you clicked Next, the information for that last activity will be saved when you are shown the page for Section D. If you exit the form or system before navigating past the custom questions page for an activity, your information will not be saved.

Revising a Submitted Form

As mentioned earlier in this document, once a form is submitted it can only be opened in a read only version. Only the MTW office, not the local field office, can return a form for revisions. The local field office will work with the MTW office to return a form in the system so that it can be edited again. This is typically done if revisions are needed after HUD's review has been completed, but if you have a reason that it needs to be done prior to this, communicate this to your point of contact in your local field office.

Email Notifications

The system will generate automatic email notifications when the status of an MTW Supplement form changes in the system. Those messages will be sent to the user at the PHA that submitted the form, the MTW Supplement mailbox, the MTW office desk officer, and the field office point of contact (POC). At this time, we cannot add other contacts to the system.

The notifications will be sent when:

- The form is submitted by the PHA
- The MTW office has changed the status of the form to Returned for Revision
- The MTW office has changed the status of the form to Approved

Technical Assistance

If a PHA user requires assistance in addition to what is provided in this document, they should contact the REAC Technical Assistance Center (TAC) using the information below.

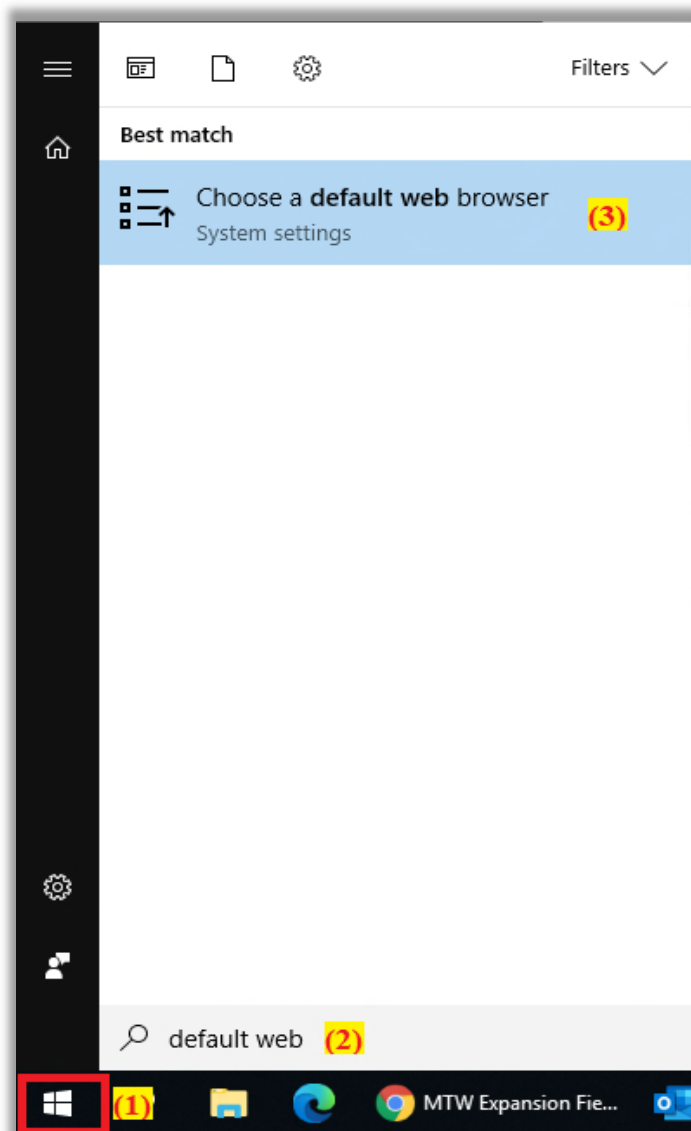
- By phone: 888-245-4860, option 9 **OR** by email: REAC_TAC@hud.gov
- When requesting assistance, state that it is for the MTW Supplement. **Do not mention Salesforce.**
- When emailing the REAC TAC, at a minimum you must include the following. This information will help us know exactly what the issue is and replicate it, if needed.
 - Include “MTW Supplement system” in the subject line. You can include other text, but the body of the message is what should provide the actual details of the issue.
 - For issues with your password, state whether you have attempted to reset it using the password reset link.
 - What action were you trying to do in the system?
 - What steps you took right before the issue occurred
 - Error message, if there was one, and screen print(s) documenting what you saw that is contrary to what you should be seeing per the instructions provided in the applicable job aid on the [MTW Supplement web page](#).

Appendix: Checking your Default Web Browser

As mentioned in the [Accessing the System](#) section of this document, you must use a web browser other than Internet Explorer (IE) to perform all actions in the MTW Supplement system. Google Chrome, Microsoft Edge (current version, not legacy), and Safari are known to work. Furthermore, your default browser is what is used to open clicks that you click on in documents and emails. So, if you use IE for any account related emails or to login to the system, the process will fail.

If you are unsure which browser is setup in Windows as your default, follow steps 1 and 2 below. If you would like to change your default browser (e.g., if you find that the default is currently Internet Explorer), follow all four steps. You aren't required to change your default browser, but if you don't it will be imperative that you always keep in mind which browser is your default.

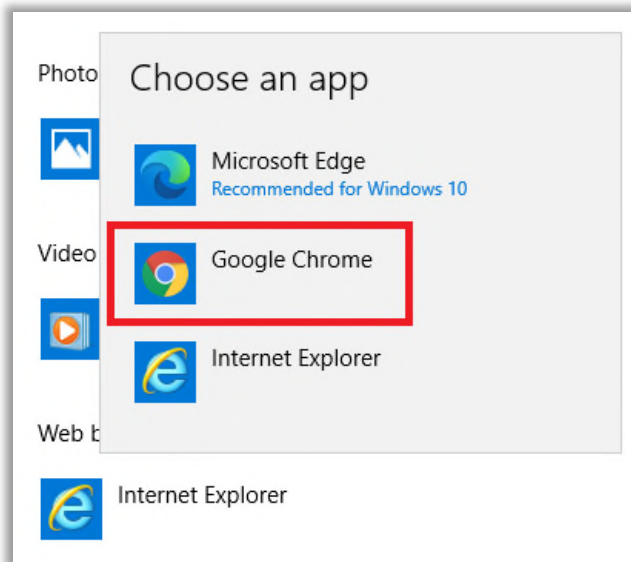
1. Click on the Start menu (1) and without navigating to anything type "default web" (2). You will see a search result that says, "Choose a default web browser" (3), click on it to open it.



2. In the window that opens, look for the “Web browser” heading. This will show you what your current default is. *If it already says Google Chrome, Microsoft Edge, or another supported browser, you can stop here.*

To change your default browser:

3. Click on where it states the current default and it will expand. Under the words “Choose an app” select Google Chrome or Microsoft Edge (current version, not legacy). *You could also choose another non-IE browser that is supported such as Safari.*



4. You will now see your new selection under the “Web browser” heading. You can close the window. From now on, any links you click on in your email program or other programs will open in the newly chosen default.